

Conflict Management Strategies 2007

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Conflict Management Strategies Inappropriate Methods of Communication

- Accusatory
- Demanding
- Unrealistic
- Expecting a change to be made on hearsay
- Patronizing
- Interrupting
- Argumentation
- Inappropriate vocabulary
- Intimidating
- Placing blame
- Defensive
- Exaggeration

Appropriate Methods of Communication

- Use the “we” concept. Think about what is best for all involved. Think about what would work to make better outcomes.

Bring resolution along with the complaint

- Be realistic
- Be factual (all the facts, be accurate)
- Be honest
- Be flexible
- Be willing to share new ideas
- Be inquiring – ask for clarity
- Speak with a positive tone
- Show empathy, sensitivity, and interest
- Be enthusiastic
- Be a cheerleader/coach
- Be appreciative
- Do re-evaluation on how it is working

Think about how *you* want to be talked with when there is a problem

- What works for you?
- What turns you off?

The Strategy

- 1) Who has the problem?
 - Identify the players
- 2) What, specifically, is the **real problem**?
- 3) What would resolution look, sound, and feel like?

The Strategy

- 5) Identify all road blocks that prevent resolution
- 6) How can we challenge road blocks?
- 7) What have we thought about using that might help in resolution this time?
- 8) What time frame is necessary for resolution?

The Strategy

- 9) What are the consequences of non-resolution and can we afford them?
- 10) Do it/Evaluate it:
 - What worked?
 - What changes are needed?

The Strategy

- Remember: Current dysfunctional methods must be identified and eliminated.
- Talking about doing it with no follow through only adds more frustration to all involved.

Strategy Applied

-In groups of 3, utilize The Strategy

- Consider a conflict that exists or may appear that has/could affect you.

1) Answer questions 1-9

Strategy Applied

- 2) What observations did you make as you used the system?
- a. People were non involved
 - b. People were not specific enough about the conflict

Strategy Applied

- c. There were opposing stories about the same conflict
- d. What roadblocks appeared?
- e. Other observations

Closure (Round Robin)

- Reinforce to your peers:
 - How you need them to talk with you when they have a conflict with you
 - What style of confrontation/sharing of a conflict will not work
 - Identify areas of change you are willing to make that would improve communication and conflict management issues at work

Closure

- Remember, conflict is never caused by one person, and it affects everyone.

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